Job seeker mobile app

User guide and answers to questions you asked

**UPDATED 30 June 2019**

We have added and upgraded a number of functions in our mobile app to make it easier for you to use.
My Dashboard

We’ve redesigned your dashboard so you can see the most important information.

You’ll see your Job Search Effort, Tasks to Do and Compliance.

The Frequently Used section shows the pages you use most.

The bar at the bottom of your screen has buttons to Home, Dashboard, Resume and Career Profile.
MyGov PIN

You can create a 4 digit MyGov PIN to log in to the app instead of your username and password. When you log in to the app using your MyGov credentials you’ll be asked to create a MyGov PIN. Sign in using that PIN for all your logins, unless someone else uses the same app on your phone. If this happens, you’ll be asked for your username and password again.
Changing providers for Disability Employment Services (DES)

Eligible DES users can complete their own participant initiated transfer.

The Transfer Provider page will show if you are eligible to transfer and how many transfers you have.

Select Provider Search to see the list of providers in your area.

Select a provider you want to transfer to and confirm transfer, you can cancel if you’re unsure. The transfer is immediate.
Participation history

Your Participation History has all your compliance information for the last 12 months, including current and expired demerits or capability interviews. By tapping on an item you will be able to see more details.
Your tasks to do

Your tasks to do shows a list of all the tasks you’ll need to complete and when they are due.

You can view tasks that you have completed in the Historical section.

Tap an Activity to see more information about the task and how to complete it.
How to complete a task

If you need to record attendance select the item on the To Do List. The To Do Details will show you options for marking your attendance. If you need a passcode, ask your activity supervisor for the passcode and enter it in the Passcode section, select Confirm.

Scan QR code is another way to add a passcode. Instead of typing in a code you can use the camera on your phone to scan a code like this:
My job search effort

**My Job Search Effort** shows your job search requirements, if you have any.

You can **add a job** or **upload evidence** by tapping a button.

Any jobs you enter or upload evidence for will be displayed under **Job Applications**, as well as any jobs you applied for through the Jobactive website or Job Seeker App.

The **Provider Entered Application Count Adjustments** section has information from your provider.

This may include adding jobs you have reported directly, or job applications they have marked as unsatisfactory.
Adding jobs

Use the Add a Job button to fill in the details for any job you have applied for outside of Jobactive vacancies.

Add the details and tap Save.
Uploading pictures

You can now upload pictures as evidence of your job search effort.

Tap Select a File and upload a picture by taking a photo with the camera on your phone or choose a picture in your phone library. One picture can be used for multiple jobs.
Re-engagement

If you don’t meet your requirements and don’t contact your provider beforehand your payments may be suspended. This will show on your Dashboard, To Do List and Participation History.
How to meet your re-engagement requirements

- Talk to your provider to discuss the missed requirement.
- Complete all re-engagement tasks to end the suspension and start your payments again.

If you have a Job Search Re-Engagement Requirement you will need to select **Save to Re-engagement Requirement** when submitting your job application.

Applications in you enter incorrectly can be changed. Go back into your job application and select **Save to Re-engagement Requirement**.

![Add External Job Form](image-url)
Answers to questions you asked

1. What do I need to run the Job Seeker JobSearch app?
   - Android 4.4 and above
   - iOS 9.0 and above

2. I’ve forgotten my password. How do I log in?
   - go to the myGov login page
   - tap **Forgot password** and follow the onscreen prompts
   - for more help, call **13 23 07** and select **Option 1**

3. I’ve forgotten my username. How do I log in?
   - go to the myGov login page
   - tap **Forgot username** and follow the onscreen prompts
   - for more help, call **13 23 07** and select **Option 1**

4. How do I change my password?
   - go to the myGov home page
   - tap **Account Settings**
   - tap **Password** to change your password.
5. How can I avoid or switch-off the SMS pass code for each login?

Go to the myGov login page and tap **Account Settings**.

**Good afternoon**

**Your services**

- Medicare
- Child Support
- Australian Taxation Office
- Centrelink

**Tap Sign in Options.**

**Account settings**

**Sign-in settings**

- Username
- Password
- myGov PIN
- Email address
- Mobile number
- Secret questions

**Sign-in options**

Choose whether to answer a secret question or enter a code when you sign in.
Choose the sign-in option you would like to use.

6. How can I send a job to a friend?

On the Job Details screen:

- tap Share at the top of the screen to view a list of apps that you can use to share a job
- you can share via SMS, facebook, email, twitter etc.

iOS Share button

Android Share button

7. Why isn’t salary information available for all jobs?

- an employer can choose if they wish to show salary information for a vacancy
- we’ve made updates to make it easier for employers to give information about the job salary

8. How can I get more information about a job posting?

Some jobs have:

- the link View more detail/apply
- contact details in the job posting
- check the company’s website link

9. Do I need to be registered to use this app?

- no, you can browse jobs, providers and harvest labour information
- you can use many more features of the app if you register yourself on www.jobsearch.gov.au website

10. Do I need to be registered to apply for jobs?

- for some jobs you will need to be registered to be able to apply, or email the employer
11. Do I need a resume and a cover letter to apply to a job posting?
   - only for the jobs requiring you to be a registered user
   - resume is mandatory and cover letter is optional

12. How do I record the jobs that I have applied for outside of JobSearch job posting?
   - you need to be a registered user
   - sign in and access My Dashboard
   - tap My JobSearch Effort
   - you can add jobs using either the Add a Job or Upload Evidence
   - your provider can also add jobs for you using ESSWeb.

13. How can I track the jobs that I've applied for?
   - you need to be a registered user
   - sign in and access My Dashboard
   - tap My JobSearch Effort to view the jobs you’ve applied for
   - you can also add external jobs or upload evidence of jobs from here

14. Can I apply for the same job more than once?
   - yes, for example, if you forget to attach your cover letter or resume
   - jobs applied for more than once on JobSearch will only be counted once per reporting period
15. Can I view any additional information on an occupation for a job such as earnings, duties etc.?

Yes you can.

- tap **Job Details** and go to the bottom of the screen to see the link **Job Prospects**
- tap to show the details of the occupation, like:
  - job description
  - statistics of how many people are employed in this occupation
  - average earnings
  - job openings statistics
  - level of education needed

16. How do I upload a resume?

You have two options.

- sign in to your profile
- tap **Career Profile**

1. tap **Upload Resume**
2. use the **Career Profile tool** to create one

   - **Career Profile** lets you to add the full record of your work history, education and skills.
   - fill out your details and tap **Export as Resume**.

17. Who will see my Career Profile?

- if you set your privacy to Visible, all employers can see your Career Profile. (This doesn’t include your personal contact details.)
- if you set your privacy to Private, you and your provider are the only ones who can view your career profile. You can set your privacy on the Jobactive website

18. Who will see my resume?

- only by those you submit applications to and your employment services provider

19. How can I confirm that my resume and cover letter have been submitted in the app?

- you will receive a notification that your application has been submitted successfully

20. Do my saved Jobs / Providers / Searches transfer over if I log into a new device?

*This functionality is not yet available.*

21. Can I see my saved Jobs / Providers / Searches in mobile through AJS and vice versa?

*This functionality is not yet available.*

22. What are the conditions of use of this app?


23. How can I be sure that my details are kept Private?

24. Can I search for Harvest Labour Jobs and Providers?

- tap Harvest Labour from your Home page
- tap Find a Harvest Job to view Harvest Jobs
- tap Find a Harvest Provider> to find Harvest Providers
- view which crops are grown in which states/towns by tapping on Harvest Guide

For more information:

- tap Contact to call or email the National Harvest Telephone Information Service
- tap Resources for information about:
  - Working in Australian Government
  - Workplace rights
  - Tax information
  - Biosecurity for travelling farm workers

25. How can I get notifications?

- tap Sign in and log in with your credentials
- from your dashboard, tap Settings
- tap Push Notification
- turn push notifications on or off and select what type of notifications you want

![Notification Settings](image)

**NOTE:** For iOS users.

To ensure notifications are sent to you, change your phone settings.

In the Notifications Centre of your iOS device settings you can enable notifications from JobSearch.

26. Can I see my notifications even if my phone is switched off?

No, you can't receive notifications when your phone is off. You will receive them when you turn it on.
27. Can someone else use my phone or tablet to access their account? How will it impact my account and settings?

- yes, they need to use their own user id and password
- you will not receive any notifications during that time
- login with your user id and password before you can get notifications again on your phone or tablet

28. How can I synchronise appointments?

- tap Sign in and log in
- tap Appointments
- tap Synchronise on the top right of the screen

If you have multiple calendars on your mobile device then the app will ask you to choose one calendar:

- your appointments for JobSearch will be synced to that device calendar
- any new appointments will be synced automatically when you come to this screen again

**NOTE:** For Apple, you may have to have a default calendar set in the calendar settings.

*Synchronize button*

29. Why can’t I change my appointment times or dates?

You can only change the personal appointments you create. To make changes to all other appointments you need to contact your provider.

30. Why can’t I see my synchronised appointments on my mobile device calendar?

If you have no appointments, then nothing will be synced to your device calendar.

If you have multiple calendars on your mobile device then your appointments will only be synchronised in one.

31. Am I able to view my Job Plan with this app?

- you need to be a registered user
- login and access My Dashboard
- tap Job Plan
- you can view your pending or most recently accepted Job Plan
- you can also read, agree to and forward your Job Plan from your mobile
- Trial job seekers can only view their approved plan on the app
32. Can I share my success story from finding a job?

- from your dashboard, tap **Share My Story**
- tap **Share Now!**
- fill in the form with your details or request to be anonymous, and then fill out the message of your success story
- you can add a photo too
- agree to the **Privacy Statement**
- tap **Submit**
- your story will be published on the jobactive website

33. Can I contact my Provider?

- tap **Contact My Provider** from your dashboard
- select a contact reason (you can only choose one)
- tap **Send**

**NOTE:** You can only use this function once a day.

34. What do I need to do before I call the support hotline?

- make sure that the issue can be replicated more than once
- check the system information screen from the menu
- for more app and operating system information, contact App Support on **13 62 68**